

Class Concept

Work in this class involves the provision of administrative, management, and technical supervision to juvenile court counselors engaged in conducting intake and assessments, determining which juveniles can be safely and effectively served on diversions and providing the case management and supervision for those juveniles, and providing protective supervision for undisciplined youth. Supervisors review the data and information collected by Court Counselors, their recommendations to the Court and their service to assure that services provided directly or by referral reflect best or evidence-based practices that match the risks and needs of the juvenile and family. Supervisors assure that appropriate services continue throughout probation and following release from a YDC for those youth who have been committed. Work involves assigning cases, coordinating workflow, reviewing, and evaluating cases and their management, and giving guidance and direction as needed. Employees orient, train and mentor staff to develop their capacity to provide comprehensive and effective services and case management, and to ensure Court Counselors adhere to standards and statutory requirements. Supervisors provide input to higher level management on administrative and personnel issues, and serve on a variety of local task forces, interagency collaborative initiatives, and state level juvenile Justice Committees, including Child and family teams and service planning committees. Supervisors also serve as lead peer reviewers for the statewide quality assurance process. Work may also include carrying a caseload of the more difficult cases and supervision of special programs, such as the juvenile court restitution program. Reports to the Chief Court Counselor and assumes responsibility for court counseling services as designated in the absence of the Chief Court Counselor. Employees may attend court hearings, child family team meetings, and service plan meetings.

Recruitment Standards

Knowledge, Skills, and Abilities

- Considerable knowledge of the principles and practices of public administration, adolescent development and behavior, dynamics of juvenile delinquency, group norms, family dysfunction, juvenile court program, juvenile laws, regulations, and guidelines which govern the program.
- Skill in the practical application of a variety of counseling approaches, crisis intervention techniques, and individual and family therapy.
- Skill in evaluating complaints against juveniles and in reviewing plans of supervision.
- Skill in consulting effectively with other professionals involved in the intervention process.
- Ability to plan, assign, and supervise the work of professional subordinate employees.
- Skill in interpreting a wide range of laws and regulations related to juvenile services.
- Ability to develop and maintain relationships with parents and community agencies.

Minimum Education and Experience

Bachelor's degree in a human services field such as social work, psychology, counseling, or criminal justice from an appropriately accredited institution and four years of experience in counseling or working with the juvenile/family client population and/or related human service case management experience; or

Master's degree in a human services field from an appropriately accredited institution and two years of experience in counseling or working with the juvenile/family client population and/or related human service case management experience; or an equivalent combination of education and experience.

Necessary Special Qualifications

Applicants for positions designated as Juvenile Justice Officers are subject to and must meet the hiring and training standards established by the North Carolina Criminal Justice Education and Training Standards Commission, as defined in Title 12, Chapter 9 of the NC Administrative Code, by the statutory authority of GS 17C.